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15. The method of claim 13 in which the additional value information received by the handheld client telephone comprises hypertext.

16. A method in which

a user records, on a client handheld telephone, information about a problem associated with using the client handheld telephone;

the client handheld telephone sends the problem information to a server for storage,

the client handheld telephone receives, from the server, solution information, the solution information being received in response to an exception triggered by the user's interaction with the client handheld telephone, and

the client handheld telephone presents the solution information to the user.

17. The method of claim 16 in which the solution information comprises navigational pointers.

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18. The method of claim 16 in which the exception comprises failure to complete a task.

19. The method of claim 18 in which the solution information received by the handheld client telephone comprises instructions to complete a task that the exception indicated the user failed to complete.

20. The method of claim 16 in which the exception comprises an error during use of the client handheld telephone.

21. The method of claim 16 in which the solution information comprises training information.

22. The method of claim 16 further comprising requesting information about improved operation or product design from the user.

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